

TED (21) – 1001

REVISION 2021

**FIRST SEMESTER DIPLOMA EXAMINATION IN ENGINEERING AND TECHNOLOGY/COMMERCIAL PRACTICE / MANAGEMENT (Common to all Diploma Programmes)**

**COMMUNICATION SKILLS IN ENGLISH**

**MODEL QUESTION PAPER**

Time: 3 hours

Maximum Marks: 75

**PART A**

**I. Read the following excerpts and answer the questions that follow:**

1 'Do you know a great load is gone from me today? I thought I had the blood of a man on my hands all these years. That was the reason that I ran away from my home, settled here and married you. He is alive'

a. What does 'blood of a man on one's hands' mean? (1)

**Answer:** "Blood of a man on one's hands" means to be a murderer.

b. Whom did the astrologer try to kill one day and why? (2)

**Answer:** The astrologer tried to kill Guru Nayak. When the astrologer was a silly youngster, they drank, gambled and quarrelled badly one day. The astrologer stabbed Guru Nayak and pushed him into a well nearby.

**c. The darkness load that was inside the astrologer has disappeared. Critically justify this statement. (3)**

**Answer:** "An Astrologer's Day" is a story by R.K. Narayan about a man who runs away from his village to a far off town and pretends to be an astrologer. The astrologer surprised everyone by study, practice and guess work. As the astrologer was about to wind up his business for the day, a stranger (Guru Nayak) came to him with a question. The astrologer identified the face of the stranger in the light of the cheroot and was not willing to accept the challenge. But the customer insisted him to give answer to his question. The astrologer told the stranger that once he was stabbed by a knife and pushed into a well. He was saved by some passerby. The stranger was astonished to hear about his past. The stranger wanted

to know if he would be able to find the man who tried to kill him. The astrologer told him that he will not be able to find his enemy because he was crushed under a lorry. The astrologer called his name 'Guru Nayak' and advises him not to travel south again because there is great danger to his life if he does so. The stranger was happy and went back happy offering him twelve and half annas. We learn from the story that it was the astrologer himself had stabbed the stranger and pushed him into the well. The astrologer is the man that the stranger was searching for. The astrologer tells his wife that a great load (the burden of guilt) is gone from his life. He thought he had the blood of a man on his hands all those years.

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2. "My little horse must think it queer / To stop without a farmhouse near"

a. Write a **synonym** for queer. (1)

**Answer:** strange

b. Why does the poet stop without any farmhouse nearby? (2)

**Answer:** The poet stops by a wood in a snowy evening to watch the snowfall in the woods (forest). He wanted to see the woods fill up with snow. It was a lovely scene.

c. **Analyse why the poet decides to continue the journey even though he wishes to stay back. (3)**

**Answer:** The traveller (poet) stopped by the woods on a snowy evening. The owner of the forest is in the village and he will not see the poet stopping there. The poet stopped there to watch the woods fill up with snow. The poet's horse won't accept the poet's stopping easily. He (little horse) might think that there was no farm house nearby. The horse seems to have not understood why the poet stopped between the frozen lake and the woods then. Besides, it is the darkest evening of the year. The horse shakes its harness bell to ask if there is some mistake. Besides, there is the sound of wind and soft feathery snow. The poet was fascinated by the woods. He wanted to watch such spiritual beauty for ever. It looked lovely, dark and deep. The horse's harness bell brought him to earth, to reality. He now realised that he had promises to keep. To fulfill the promises he must walk miles. But life is short. At Any moment death may come. Before that you must reach near goal. fulfill your promises. Traveller's journey symbolizes journey of life.

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3. "I watched the flame feeding on my mother / I watched the holy man perform his rites to tame the poison with an incantation".

a. I watched the ..... of the holy man. (Fill in the blanks using the correct form of the word 'perform'). (1)

**Answer:** Performance (Noun form)

b. Bring out the meaning of the line 'I watched the flame feed on my mother'?

**Answer:** The poet's father poured a little paraffin on the bitten toe of the mother and put a match stick to it. The fire worked on the toe of the mother to decrease the poison and pain.

c. How relevant is the poem in the present day? (3)

**Answer:** The poem "Night of the Scorpion" is a statement against the superstitions still found among the villagers in many parts of India. Scientific attitude is seen among the literate people like poet's father. The poet remembers the night when his mother was bitten by scorpion. The peasants came to his house like 'swarms of flies' with candles and lantern and searched for the scorpion. But they could not find him (scorpion). The peasants who were superstitious see scorpion as an Evil one. They pray to God for speedy recovery. They believed that if the scorpion moved, its poison will move in mother's blood. They also believed that the scorpion bite is to reduce the sufferings of her coming births. It also will help to balance the whole of evil in this unreal world. The peasants sit around the mother with a peace of understanding on each face. Poet's father a sceptic, rationalist applies every herb, powder and mixture to reduce the mother's pain. He even poured paraffin and puts fire to the bitten toe. The son (poet) remains a silent spectator watching indifferently the rites performed by holy men.

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4. "When Della arrived home her excitement faded to a little prudence and reason."

a. Pick out from the choices given the **antonym** of the word underlined. (sadness, unwise, happiness) (1)

**Answer:** unwise

Antonym means opposite word

b. Why did Della's excitement fade on arriving home? (2)

**Answer:** Della sold her long beautiful black hair to the hair goods merchant Madame Sofronie for 20 dollars. When Della arrived home she became prudent and began to repair her hair. She now realized that she had been ruined by her love and desire to give a special gift to Jim.

- c. “True love is an act of self-sacrifice.” Comment with reference to the short story ‘The Gift of the Magi.’ (3)

**Answer:**

“The Gift of the Magi” is a classic Christmas story of **love and sacrifice** written by O. Henry. It is the story of Jim and Della, a young, loving but poor couple. It is Christmas time, and both want to give gifts to each other. They do not have much money. Despite their poverty, Della and Jim have two treasured possessions: **Jim’s gold watch and Della’s long, luxurious hair**. However, each secretly sells the thing that is most precious with him/her and buys a gift for the other. Della goes to the hair merchant **Mrs. Sofronie** and sells her hair for 20 dollars. She buys a **silver chain for Jim’s gold watch**. When Jim comes back home, he is shocked to see Della with her closely cut hair. Jim has sold his gold watch and bought **a set of beautiful hair combs** for Della. The gifts are useless for the time being. Both Della and Jim sacrificed their most prized possession to buy each other a Christmas gift. However, their Christmas was celebrated in the warmth of the immense love each had for the other. The writer calls them “**the Magi**” the ones who brought the best gifts to the Babe in the Manger.

**PART -B**

- II. **Read the passage given below and answer the questions that follow:**

**3D Construction Printing**

3D Construction Printing is considered to be a revolutionary construction method which can replace traditional construction techniques. 3D Construction Printing refers to various technologies that use 3D printing as a core method to fabricate buildings or construction components. It is also known by alternate names such as additive construction, Autonomous Robotic Construction System (ARCS) or Freeform Construction. 3D printing technology is used in the fabrication of housing, construction components, bridges, civil infrastructure, artificial reefs and sculptures.

The 3D Print Canal House was the first full-scale construction project of its kind to get off the ground. The first residential building in Europe constructed using the 3D printing construction technology, was the home in Yaroslavl (Russia) with the area of 298,5 sq. meters. The first pedestrian bridge printed in 3D in the world (3DBRIDGE) was inaugurated 14 December 2016 in Spain. In August 2018 in Palekh (old town in Russia) was the world's first application of additive technology for creating the fountain. India's first 3D printed house with a built in area of 600 sqft was inaugurated in IIT Campus, Chennai on April 27, 2021.

3D construction technology has many benefits. Traditional construction is tedious and time-consuming whereas 3D construction technology offers greatly reduced production

time. This is because the machines themselves are very fast, some of them are capable of manufacturing 600 to 800-square-foot home in just 24 hours. Another advantage of using 3D printing in the construction industry is saving a lot of production costs on material waste. This is because a 3D printer, such as robotic arms, uses exactly the amount of material they need. This significantly reduces the waste produced. Not only that, but they are also capable of using recycled materials. 3D printers are also fully automated, which eliminates human error. It also allows for greater accuracy and innovative designs. No doubt, 3D construction printing technology is considered to be the future of architecture.

1 Which among the given words is not an equivalent of 3D Construction Printing? (ARCS, Offset Printing, Free form printing) (1)

**Answer:** Offset Printing

2. Where was India's first 3D printed house built? (1)

Answer: . India's first 3D printed house with a built in area of 600 sqft was inaugurated in IIT Campus, Chennai on April 27, 2021.

3. How is 3D construction printing beneficial to the environment? (2)

**Answer:** 3D printing in the construction industry is saving a lot of production costs on material waste. Besides, they are also capable of using recycled materials. Thus 3D construction printing is beneficial to the environment.

4. Pick out from paragraph 3 of the passage words which mean a. Tiresome b. remove (1 x 2) = 2

**Answer:** a. tedious

b. eliminate

5. Prepare a summary of the passage 3D Construction Printing **in note form** (4)

**ANSWER:**

Title: **3D Construction Printing**

1. What is 3 D Construction Printing?

1.1 is considered to a revolutionary construction method

1.2 can replace traditional construction techniques

1.3 refers to various technologies;

1.3.1 3D printing as a core method to fabricate buildings.

1.4 It is also known by alternate names:

1.4.1 additive construction, ARCS or Freeform Construction

1.5 used in the fabrication of housing, construction components, bridges etc.

## 2. 3 D Construction

2.1 The 3D Print Canal House -first full-scale construction project

2.2 the home in Yaroslavl (Russia) with the area of 298,5 sq. meters

2.3 The first pedestrian bridge in 2016 in Spain.

2.4 Palekh -world's first application of additive tech. for creating fountain.

2.5 India's first 3D printed house in IIT Campus, Chennai on April 27, 2021.

## 3 Benefits of 3 D Construction

3.1 requires greatly reduced production time.

3.1.1 the machines themselves are very fast

3.1.2 can manufacture 600 to 800-square-foot home in just 24 hours

3.2 saves a lot of production costs on material waste.

3.2.1 A 3D printer uses exactly the amount of material they need.

3.3 Eco-friendly

3.3.1 capable of using recycled materials.

3.4 eliminates human error.

See more examples of Note –making or passages in note –form on Page 25,105 of

The English Companion

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.....

III. **Report the following** conversation between John, the Purchase Manager and Pramod his assistant:

John: We have to place the purchase order for cartridges tomorrow.

Pramod : Sure sir

John : How many cartridges are needed in total?

Pramod: We need seven cartridges for the IT wing and two for the despatch section.

John: Are there any cartridges left in stock?

Pramod : No sir.

John: Send an email immediately to me specifying the requirement.

Pramod : Sure sir. I will definitely do that.

John informed Pramod that .....(a)..... and asked him .....(b).....Pramod replied that they needed seven cartridges for the IT wing and two for the dispatch section. John further enquired .....(c)..... When Pramod replied in the negative John wanted Pramod.....(d).....Pramod replied that he would definitely do that. (4x1=4)

**ANSWER:** John informed Pramod that (a) they had to place the purchase order for cartridges next day and Pramod replied in the positive and asked him (b)how many cartridges were they needed in total.Pramod replied that they needed seven cartridges for the IT wing and two for the despatch section. John further enquired (c) if there were any cartridges left in stock. When Pramod replied in the negative John wanted Pramod to send an email immediately to him specifying the requirement (d)Pramod replied that he would definitely do that.

See more on pages 135-142 **Reported speech**

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IV. The following is the information provided to the customer from the courier office but there are **errors in the tenses** which are underlined here. **Rewrite the sentences correcting the errors.**

We usually delivered (a) our orders on time. But since there is (b) a lockdown last week we could not deliver your order. Today our executive was(c) coming to your locality and he is (d) deliver your order soon.

4

**ANSWER:**

We usually deliver (a) our orders on time. But since there was (b) a lockdown last week we could not deliver your order. Today our executive is (c) coming to your locality and he will (d) deliver your order soon.

Please refer pages 62-68 –**TENSES – THE ENGLISH COMPANION**

**PART -C**

V.Avinash Madhav has applied for the post of Data Analyst in Zeronics Computer Solutions, Trivandrum. Help him prepare **a self-introduction** to be presented at the interview. His details are given below:

<b>Name:</b>	Avinash Madhav
Educational Qualification:	Diploma in Electronics Engineering from Govt Polytechnic College, Thrissur.( 89%)
Additional Qualification:	Certificate course in CAD
Present job:	System Administrator, Zion Computer Solutions, Thrissur since 2019.
Hobbies:	Reading, Drawing
Languages Known:	Malayalam, Hindi and English

(4 Marks)

**ANSWER:**

Good morning to all. I am Avinash Madav. I am from Thrissur. I completed my Diploma in Electronics Engineering from Govt.Polytechnic College ,Thrissur securing 89 % of marks. Besides , I have a certificate course in CAD. I have been working as System Administrator at Zion Computer Solutions since 2019. My hobbies are reading and drawing.I know Malayalam,Hindi and English. Thank you.

Please refer pages 46-48 – **Self- Introduction- THE ENGLISH COMPANION**

**VI. Describe in a paragraph the different steps involved in preparing the lathe machine before operating it. The steps are given below. The first sentence of the paragraph is done for you.**

1. Press the E-stop
2. Clean and clear the lathe.
3. Secure the work piece.
4. Select and install the cutting tool.
5. Calculate the RPM (speed) for your cutter and material.
6. Use the hand wheel to rotate the chuck to check for collisions.
7. Turn the speed control to a low number.

The lathe machine has to be prepared before operating it. First of all, the E-stop button is pressed..... (4 Marks)

**Answer:** The lathe machine has to be prepared before operating it. First of all, the E-stop button is pressed. Then, the lathe is cleaned and cleared. After that, the work piece is secured. Next, the cutting tool is selected and installed. Following this, the RPM (speed) for your cutter and material is calculated. Then, the hand wheel is used to rotate the chuck to check for collisions. Finally, the speed control is turned to a low number.

### **Instructions for students:**

**This is Process Writing using Passive Voice .Please find the portion on pages 109- 118**

**1. Find the subject and use the passive verb pattern be (be,am,is,are,was,were ,being,been etc. according to the number of the subject(singular/plural}).**

**2. Use appropriate connecting linkers like first,first of all,second,secondly, then,next, following this, after that ,last, finally etc. to begin each sentence.**

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**VII. Given below is a dialogue between a client and the technical expert of Abroin Computer Solutions, Ernakulam. Some parts of the conversation are missing. Complete the conversation using the prompts given in brackets.**

Client: Good morning, Is this Abroin Computer Solutions?

Technical Expert: Good morning, Abroin Computer Solutions. How may I help you?

Client: .....(wants to speak to the technical expert )

Technical Expert: I am Ramesh Kumar, the technical expert. How can I help you?

Client: .....( printer not working)

Technical Expert: Let me know whether the laptop recognises the printer.

Client: Yes. Very well, but it doesn't obey the command 'Print

Technical Expert: .....asks him if the printer light blinks).

Client: Yes, it blinks.

Technical Expert: .....( requests to reinstall the printer software)

Client: ..... (Informs that he did it, still not working)

Technical Expert: Don't worry sir, Our technical assistant will reach your house within half an hour. Thanks for calling.

Client; Thank you Ramesh.

( 5 Marks)

### ANSWER:

Client: Good morning, Is this Abroin Computer Solutions?

Technical Expert: Good morning, Abroin Computer Solutions. How may I help you?

Client : Can I speak to the technical expert for a while.?

Technical Expert: I am Ramesh Kumar, the technical expert. How can I help you?

Client: The printer which we have recently purchased from your Digital shop is not working properly now.

Technical Expert: Let me know whether the laptop recognises the printer.

Client: Yes. Very well, but it doesn't obey the command 'Print

Technical Expert: Does the the printer light blink ?

Client: Yes, it blinks.

Technical Expert: Would you please reinstall the printer software ?

Client: Yes, I reinstalled the printer software ,still not working.

Technical Expert: Don't worry sir, Our technical assistant will reach your house within half an hour. Thanks for calling.

Client; Thank you Ramesh.

### **Instructions**

**1.Complete the missing conversation using the prompts given in brackets.**

**2.Learn structures used for agreeing/disagreeing, asking apologies, making request, making complaints ,asking directions etc.**

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**VIII.Given below is a paragraph on the causes of global warming in which certain sentences are missing. **Complete the paragraph** by supplying an appropriate title, the topic sentence, supporting details and concluding sentence.**

..... Man has been responsible for global warming since the start of agriculture.

..... The contribution of man to global warming has increased by about 80% in the past twenty years. In conclusion,

..... (5 Marks)

### **ANSWER:**

#### **CAUSES OF GLOBAL WARMING**

Global warming, the phenomenon of increasing average air temperatures near the surface of Earth over the past one to two centuries. Climate scientists have since the mid-20th century gathered detailed observations of various weather phenomena (such as temperatures, precipitation, and storms) and of related influences on climate. Man has been responsible for global warming since the start of agriculture. Various farming activities produce carbon dioxide and methane gas. These add to the greenhouse gases in the atmosphere and increase the temperature of the earth. Plants are the main source of oxygen. They take in carbon dioxide and release oxygen thereby maintaining environmental balance. Forests are being depleted (deforestation) for many domestic and commercial purposes. This has led to an environmental imbalance, thereby giving rise to global warming. The use of vehicles, even for a very short distance results in various gaseous emissions. Vehicles burn fossil fuels which emit a large amount of carbon dioxide and other toxins into the atmosphere resulting in a temperature increase. With the excessive use of air conditioners and refrigerators, humans have been adding CFCs into the environment which affects the atmospheric

ozone layer. The CFCs have led to ozone layer depletion making way for the ultraviolet rays, thereby increasing the temperature of the earth. With the advent of industrialization, the temperature of the earth has been increasing rapidly. The harmful emissions from the factories add to the increasing temperature of the earth. The contribution of man to global warming has increased by about 80% in the past twenty years. In conclusion, many of the causes of global warming can be found as man-made.

**PLEASE REFER – PARAGRAPH WRITING- Pages 145- 155**

IX. You are the Sales Manager of Rohit Industries, a whole-sale manufacturer and distributor of steel valves. Using the information given below **send an email** to your distributor, Rebana Hardwares, informing them of your inability to supply the ordered items on time

(Hints -Supply will be affected- indefinite strike of the labourers-inconvenience regretted.) (5 Marks)

**ANSWER:**

<b>Date :</b>	<b>20<sup>th</sup> May 2022</b>
<b>From :</b>	<b>sharma @rohitindustries.com</b>
<b>To:</b>	<b>Rebana @hardwares123.com</b>
<b>Subject :</b>	<b>Inability to supply the ordered items on time</b>

**Dear Mr. Joseph,**

**Greetings from Rohit Industries.**

**This is with reference to the order you have placed for steel valves from our company. It was placed two weeks ago on 4<sup>th</sup> May 2022. We regret to inform that at present, we do not have sufficient stock of steel valves with us due to material shortage and power problems. Hence, we are unable to supply the ordered items on time. We hope to supply the items by the end of June 2022.**

**Kindly pardon the inconvenience in this regard and continue to co-operate with us.**

**Looking forward to a fruitful association with you,**

**Thanking You,**

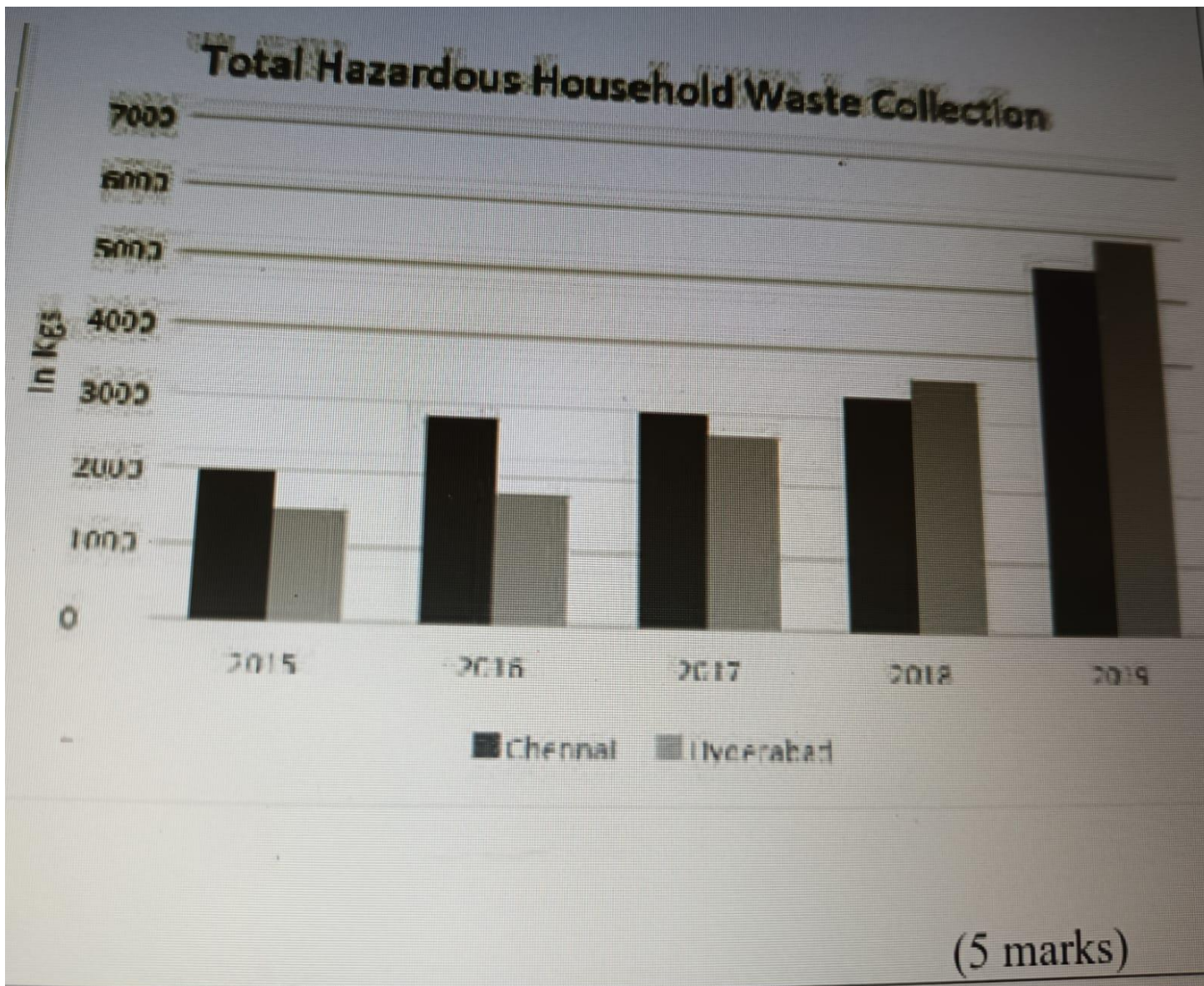
**Yours faithfully,**

**Sharma**

**Rohit Industries**

**Composing Emails : Refer pages 77- 81**

X. The data of a recent survey that was conducted to find out the total amount of hazardous waste collected from households in the cities of Chennai and Hyderabad from 2015 to 2019 is given below. **Write an analytic paragraph for the bar chart in about 120 words.** (5 marks)



**ANSWER:** The bar graph shows the data of a recent survey that was conducted to find out the total amount of hazardous waste collected from households in the cities of Chennai and Hyderabad from 2015 to 2019. The amount of waste collected is shown in Kilograms. It is clear from the graph that the maximum amount of hazardous waste collected from household is in

2019 in the city of Hyderabad. The amount of hazardous waste collected from the city of Chennai marks an average of 3000 kilograms between 2016 to 2018. The year 2019 witnessed a sharp rise the collection of hazardous waste from households in both Chennai and Hyderabad. There is a consistent growth in the amount of hazardous waste in Hyderabad from 2015 to 2019.

In conclusion, the rate of growth in the amount of household hazardous waste is at par with each other in the cities of Chennai and Hyderabad.

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**NOTE:**

Please refer various graphs and charts(Bar graph ,Pie Chart and line graph) for statistical data analysis :Pages : 29-45 –THE ENGLISH COMPANION

Learn the **HINTS:**

This bar graph describes/shows

The pie charts compare the percentage

The line graph illustrates.....

**Trends** : increase,jump,rise,leap,soar,surge,grow,climb

Fall,decline,drop,slump

Remain stable,stay at the same, hold constant,stabilize

Go down slightly

increase slightly

Drop sharply

fluctuate

Go up a little

decrease slightly

Remain steady

stay the same

Decrease sharply

increase sharply

.....

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XI.Amin prepared the following power point slides for a presentation to be made on World Environment Day. Edit the slides to help him make an effective presentation. **Prepare five slides for Amin.**

Pollution is the degradation of natural environment by external substances introduced directly or indirectly. Human health, ecosystem quality and aquatic and terrestrial biodiversity may be affected and altered permanently by pollution.

Pollution occurs when ecosystems cannot get rid of substances introduced into the environment. The critical threshold of its ability to naturally eliminate substances is compromised and the balance of the ecosystem is broken.

The sources of pollution are numerous. The identification of the different pollutants and their effects on ecosystems is complex. They result from natural disasters or human activity such as oil spills, chemical spills, nuclear accidents .

These can have terrible consequences on people and the planet where they live: destruction of the biodiversity, increased mortality of the human and animal species, destruction of natural habitat, damage caused to the quality of soil, water and air.

Preventing pollution and protecting the environment necessitate the application of the principles of sustainable development. We have to consider satisfying the needs of today without compromising the ability of future generations to meet their needs. This means that we should remedy existing pollution, but also anticipate and prevent future pollution sources in order to protect the environment and public health. Any environmental damage must be punishable by law and polluters should pay compensation for the damage caused to the environment. (5 marks)

**Slide:1**

**Pollution**

- \*Degradation of natural environment by external substances
- \* Affects human health, ecosystem quality and aquatic and terrestrial biodiversity

**Slide :2**

**Pollution occurs**

- when ecosystems cannot get rid of substances introduced into it
- breaks the balance of the eco-system

**The sources of pollution :**

- \*identification of the different pollutants ,its effects on ecosystems is complex
- \*result from natural disasters or human activity
- \*oil spills, chemical spills, nuclear accidents

**Slide :4**

**Pollution :Consequences**

- \*on people and the planet
- \*destruction of the biodiversity
- \*increased mortality of the human and animal species
- \*destruction of natural habitat
- \*damage caused to the quality of soil, water and air.

**Slide- 5**

**Prevention of Pollution**

- We have to follow the principles of sustainable development
- we should remedy existing pollution
- Anticipate and prevent future pollution
- environmental damage must be punishable by law

**SLIDE PREPARATION**

**Slide Preparation- Please refer Pages 72- 76**

**THANK YOU**